



Alabama Department of Human Resources
CHILDCARE MANAGEMENT SYSTEM

RFP 2022-200-02

Q1. Would the State of Alabama be opposed to provisioning Office 365 accounts within the Agency's current Office 365 tenant to be used for all staff who roll onto this project? The assumption would be the vendor would cover the licensing costs for all users.

R1. Yes, we are opposed to vendor staff using Alabama's Office 365 tenant.

Q2. Approximately how much historical data will need to be migrated from each of the four (4) legacy systems?

R2. All historical data will be needed from all 4 legacy system.

Q3. Does the 4-hour RPO and 24-hour RTO recovery objectives apply to only the Production technical environment?

R3. Yes, only production environment.

**Q4. Does the DR technical environment need to be a 100% match in operating capacity to the Production technical environment?
(Realizing this will impact cost if items such as clustered databases need to also be clustered at the DR site)**

R4. Yes, DR technical environment needs to be 100% match.

Q5. Amendment 1 removes reference to Appendix F as to where the Requirement Number and Requirement Description can be found for the Transfer System Gap Analysis. Can you please provide where to access the Requirements to be analyzed for the Transfer System Gap Analysis?



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R5. Vendor should create their own GAP analysis. Vendor may use the example in Table 11 to create the gap analysis. All requirements from the RFP must be contained in the gap analysis.

Q6. Schedule of Events
Would the State consider an extension of the vendor response deadline by at least 30 additional days? The scope, complexity and size of the Child Care Management System being requested requires adequate time to analyze and properly document for the State's consideration.

R6. At this time, the state will not consider an extension.

Q7. Page 10 Section 10 1.8.1 Would the State consider electronic delivery of the document only, instead of the hard copy requirement?

R7. The state is requiring an electronic delivery of proposal, please submit proposal to the following link;ChildCareGrant@dhr.alabama.gov.

Q8. Page 15 Section 2.16.1 If the Department exercises its right to reject a vendor's proposal, but not all proposals, what recourse does the vendor have to protest or appeal the decision?

R8. The Department does not have a protest or appeal procedure.



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Q9. Page 18 Section 3.0 This section identifies the 4 legacy systems the vendor is required to replace in whole or in part. Can the State please disclose the names of any and all companies who currently provide support of those systems?

Are the legacy support providers precluded from bidding on the replacement system?

If not, given the competitive advantage of insight into the legacy systems by the existing providers, can the State please extend the procurement deadline as requested above, to ensure a level playing field for non-incumbent providers?

R9. The information is not available at this time. However, the state will not be able to extend the deadline.

Q10. Page 26 Section 26 3.3 Do unlicensed childcare providers need to register? And are

these providers inspected by licensing staff to meet CCDBG and other requirements? Can you provide an estimate of the number of registered but unlicensed providers in Alabama?

What use cases will the Child Care Management System service for Early Head Start?

How many families receive a child care subsidy each month?

How many children receive a child care subsidy each month?

How many new applications for child care subsidies are received each month?

How many cases exit from child care subsidy each month?

R10. Yes, unlicensed child care providers will be required to register. Unlicensed child care providers wishing to participate in the child care subsidy program are inspected by licensing staff to meet CCDBG and other requirements. There are approximately 482 unlicensed child care centers in Alabama. The 100% of use cases for Early Head Start are children that also subsidy participants. There is no expectation the Child Care Management System would not to be integrated with the Early Head Start data management system.

As of July 2022, families served was 26,147 and children served 39,490. Newly enrolled children for the month of July 2022 was 1701 and number exit is 2301.

Q11. Page 27 Section 3.4 Does the State intend for child care subsidy payments to be made by the current payment process, or for the new system to replace the payment process?

R11. The state desires to have a system that has the capabilities to provide subsidy payments. However the state will accept bids for systems that does not have this component as to not exclude any entity that may best serve the overall need.



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Q12. Page 29 Section 3.5.2.1

This section requires all key personnel to be onsite at the project facility in Montgomery. Is there any flexibility in this requirement to support more remote access?

The section also requires all personnel assigned to the project to be located in the United States. Is there any flexibility to allow off-shore resources to development resources to support the project if appropriate safeguards are taken to ensure no off-shore access to State data or production code libraries or systems?

R12. No. The state will allow for remote access but must be within United States as per section 3.5.2.1.

Q13. Page 38 Section 3.8.2 How many State staff will use the new system? Can you provide a breakdown of staff by their function including subsidy staff, licensing staff, and other?

R13. There will be a total of 134 users; 65 Eligibility staff, 37 licensing, 11 Early Head Start Child Care partnership, 12 subsidy and 6 administration.

Q14. Page 44 Section 3.8.12.3(a) This section requires the vendor to make required modifications to keep the system in compliance with changes to Federal and State Laws and Policies. Given the impossibility to predict and plan for the scope of effort this might require, would the State be willing to limit this obligation to comply to the extent possible by the change capacity of the proposed Maintenance and Operations team, and that any change that exceeded that capacity could be addressed with a change order?

R14. DHR agrees that the parties shall mutually agree on the activities necessary for the system to continue to function with Federal and State laws as it relates to items 3.8.12.3(a).

Q15. Page 44 Section 3.8.12.3(e) Please confirm that, while the vendor is obligated to provide additional system components developed for other clients at no charge to Alabama, that the coding and testing of these components into the Alabama system will be dealt with via a mutually-agreed change order.

R15. The item referenced in 3.8.12.3(e) remain as no-cost changes that the DDI Vendor shall complete at no additional cost to the State under this Contract.



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Q16. Page 44-45 Section 3.8.14 The introductory sentence to this section references three entities involved in project governance, but the text only provides two; Executive Steering Committee and Program Area Stakeholders. Is there a third governance entity?

R16. Error- there are only 2 governance entities.

Q17. Page 45 Section 3.8.14.3 Would the State consider a limitation of the liabilities in this section equal to the total contract value or the limit of the contractually-required insurance coverages?

R17. DHR will not limit liability.

Q18. Page 47 Section 3.10.2 Does the State have an existing SMS service that the new system should use to communicate with applicants and existing subsidy households?

R18. No, the state does not have an existing SMS service.

Q19. Page 51 Section 3.10.8.9 How many State and Federal reports are in scope? Can a copy of any of these produced by the legacy systems be provided to bidders?

R19. A copy of such forms will be provided to the winning proposal at the discovery phase of system implementation.

Q20. Page 75 Section 3.16.3.2 The penalties for system downtime appear to be extremely high for a system of this size.

Would the State consider negotiation on limits in this area or at least a schedule of escalating penalties for repeat issues?

R20. Yes.

Q21. Page 75-76 Section 3.16.3.3 Will the State agree that the “additional costs” incurred by the State as a result of the failure of Vendor to meet the due dates for these deliverables, including costs related to the ongoing maintenance of the legacy systems are subject to a cap in the amount of the State mandated insurance coverage, or if not covered by insurance, a specific negotiated cap amount?

R21. Yes.

Q22. Page 84 Section 4.2.5.2



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This section requires submission of audited financial statements from 2021. What if the audit of our 2021 financial statements is not yet complete? What documentation would the State consider as proof of financial stability?

R22. If audit is not complete ,vendor can provide any official quarterly financial statements from a financial institution for that year. The financial statements will be used as well as other audit information requested for 2019 and 2020.

Q23. Page 85 Section 4.2.5.4.4 Can the State confirm that the Standard Contract referred to in this section was provided with the RFP documents? If not, can it be provided?

R23. The document was not provided with the RFP. Items within the standard contract may be altered in order to execute terms and conditions as agreed upon by both parties.

Q24. Page 87 Section 5.2 This section appears to provide the State an ability to withhold any and all payments and/or cancel with no apparent ability to protest or appeal the decision. Would the State consider negotiation to a schedule of any withholding in advance as well as a dispute resolution process as part of this section?

R24. No.

Q25. Section 3.10.5: "Is the Field Consultant in section 3.10.5 a State administrative position or will this need to be supplied by the Vendor.

R25. Field consultant is another term for licensing consultant. This is a state staff member.

Q26. The term "STIS" is used starting in section 3.10.7 in relation to training, but is never defined. Could you define STIS?

R26. Error- CCMS- Child Care Management System

Q27. General

Is there any naming convention to be followed for the Proposal responses (technical and cost)

R27. No.

Q28. General

Is there any size limit (in MB) for proposal response?

R28. 30 megabytes.



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Q29. General

Is there any page limit for various response sections in the technical proposal?

R29. Review R.28.

Q30. General

Is there any page limit for each of the resumes? Any preferred template?

R30. Review R.28; No.

Q31. General

Is it mandatory to have resources deployed onsite to work from Montgomery, Alabama? will remote model work for the State? Can the vendor operate remotely with the possibility of onsite meetings as needed?

R31. Yes, the vendor may operate remotely, but must be in the United States as per section 3.5.2.1.

Q32. General

Is there any bond surety required or needed?

R32. No.

Q33. General

Can there be a revision on the penalty clauses?

R33. Refer to Q20 and Q21 for response.

Q34. General

Considering the very short turnaround time, can we submit our proposals via email or portal submission? Can this provision be possible?

R34. Yes, Childcaregrant@dhhr.alabama.gov.

Q35. General

Considering the short turnaround time from the responses to vendor Questions and the due date within 5 days, and the overall scope of this RFP, we request the



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State to grant us a 4 weeks of extension to the submission due date. With the extension, we will be able to tailor the technical solution, integrations etc. addressing the State needs and fine tune our delivery approach and methodologies to address various aspects, based on the clarifications.

R35. Not at this time.

Q36. General

What is the overall budget allocated for this project ?
Any high level ball park / indicative numbers for DDI and then M&O phase.

R36. There is no budget; proposals should include all costs that will be required to complete the project. Refer to section 5.0

Q37. Section 1.8.3 12 Cost Proposal Forms –

Where does the vendor provide the cost information? There was a reference to a cost proposal form (Appendix G). However we cannot see that in the RFP document. Please provide us the FORMS to submit our COST PROPOSAL.

R37. Refer to section 5.0

Q38. Technical - Existing Environment

What is the IAM provider solution used by State? Please clarify if the State has a single sign-on (SSO) identity provider for the internal users to log in. Please clarify if the State has active directory like on-premise Microsoft AD or Azure AD which is also in synch with the State's on-premise Active Directory? Please elaborate on what are the products being used are and where they are hosted for authentication?

R38. DHR does not have single sign-on. DHR is a domain under the State's Office of Information Technology on-premise Active Directory.

Q39. Technical - Existing Environment

For service-based integrations, are there existing SOAP based web-services or mostly REST based services are in use integrating with other legacy systems and applications? Where are the APIs / services are hosted and what protocols do they support (e.g. REST, SOAP, etc.)?

R39. There are no REST or SOAP API's within the Child Care systems. Everything is done by FTP/SFTP processes.



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Q40. Technical - Existing Environment

Do you have any solution for Managed File Transfer (Secured MFT) solution other than SFTP file server for file based batch integrations?

R40. State does not have a Managed File Transfer/MFT.

Q41. Technical - Existing Environment

Do you have existing centralized Enterprise Data Warehouse (EDW) / BI solution platform, that will need all the Child Care related data to be pushed into your enterprise data warehouse? If so, what EDW solutions / technologies are in place ?

R41. No.

Q42. Technical - Hosting Preference

Does the State have hosting preferences for cloud-based deployment for the new Child Care Management System vs On-prem solution?

R42. State prefers Government Cloud-Based deployment.

Q43. Technical - Cloud Preference

Does the State have any preference for specific Cloud Service Provider (like AWS vs MS Azure) and/or any compliance requirements other than FedRAMP certified CSP, such as IRS 1075 etc. that warrants for "Government Cloud"?

R43. State has no preference of Cloud Service Provider, as long as the compliance requirements are fully met as described in the RFP.

Q44. Technical - Existing Cloud Tenants

Does the State have any existing Cloud contracts / tenant that they would wish to use as part of the hosting Strategy for new CCMS solution? Please provide existing cloud tenants in use such as within Azure Gov or Azure Commercial Cloud, in any of the US regions.

R44. No.

Q45. Technical - Cloud Integrations

Does the State has any applications / systems in cloud to be integrated with new Child Care Management Solution? If so, please provide details.

R45. No.



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Q46. Technical - Data Migration

Are there any other legacy data sources other than current CCMS that needs to be considered for data migration to new solution?

R46. Yes. Refer to section 3.11 Conversion, and the list of legacy systems in section 3.1 Table 1, in the RFP.

Q47. Technical - Data Migration

Can you please provide estimated data types and data volumes for CCMS data in terms of No. of tables, No. of rows /records per table, and/or overall data in GB/TB) to be considered for data conversion and migration to new solution?

R47. DHR is not able to provide this detailed information at this time. This information will be available once the contract is signed and conversion begins.

Q48. Technical - Scale / Number of Users

What are expected number of internal and external users? Can you please provide the breakup on type of Users.

R48. Refer to Section 3.1, Table 1 for estimates as of January 2022.

Q49. Transfer System Gap Analysis (RFP Sec 3.17.2) pg. 70

Is the state expecting the detailed gap analysis with the RFP response? Can you please provide the detailed functional requirement sheet which can help us provide the precise functional/technical gaps and estimation up to the desired level?

R49. Vendor should create their own GAP analysis. Vendor may use the example in Table 11 to create the gap analysis. All requirements from the RFP must be contained in the gap analysis.

Q50. Functional - Product and capabilities overview In which section we can provide the State our solution description, product capabilities, functional overview and product differentiators expected?

R50. Vendor can provide solution within each section of the RFP where it's applicable.

Q51. System Functionality Overview (RFP Sec 3.4) pg.27

The proposed response structure does not have any section to provide System Functional Overview. Under which section would State expect to include the details?

R51. Vendor can provide solution within each section of the RFP.



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Q52 Test Reports (RFP Sec 3.14.6.4) pg.63

The requirement states "The Vendor's proposal shall provide reports describing the results of each test that is performed, as well as any additional retesting that is required to satisfy the test objectives." but no sections refers in the response to include this. Where does State want us to include these reports under which section of the response?

R52. Vendor can provide solution within each section of the RFP.

Q53. Vendor Project Organization (RFP Sec 3.5) pg.28 Section 3.5.2.1 says:

"Resumes for Key Personnel must be provided for State review at least two weeks prior to the expected staff member's start date." However, the State expects resumes in the proposal itself. Please clarify.

R53. Key Personnel resumes should be submitted in proposal. If there is a change in Key Personnel after contract award, the resumes must be submitted at least two weeks prior to start date. Refer to Section 3.5.2.1 of RFP

Q54. M&O STABILIZATION (RFP Sec 3.14.9.1) pg.65

The section says "The Stabilization period shall run for the fourteen (14) months immediately following Statewide Implementation.", however, the previous sections mentions the 12 months of Stabilization period, please clarify which one to consider 12 months or 14 month?

R54. This should be 12 months.

Q55. 6.0-Evaluation Criteria pg.90

As per Evaluation Criteria- Transfer System Gap Analysis they ask to refer to RFP section 4.2.5.3.5. This section is not there in the RFP file.

R55. Refer to Amendment 2 on the department's website.

Q56. Addendum 1

As per the addendum, Appendix E,F,G are asked to be disregarded. What would be the cost template to work-on for vendors?

R56. Vendor should use the information in Section 5.0 to determine cost.

Q57. Addendum 1-3.17.2 Transfer System Gap Analysis

As per the addendum Appendix F has been removed. However per the RFP(3.17.2 Transfer System Gap Analysis) this appendix F was supposed to have the 'Requirements #/Description'. How does the vendor respond to this section/Table-11 to identify how the vendor system's "Degree Met in transfer system"?



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- R57. Vendor should create their own GAP analysis. Vendor may use the example in Table 11 to create the gap analysis. All requirements from the RFP must be contained in the gap analysis.**
- Q58. Section 4.2.5.3.1- Service Delivery Approach pg.84**
All services as specified in Section 3:0 Scope of Project must be addressed in the Service Delivery Approach. But the Section 3 of RFP is very huge and there are no clear-cut indications on which subsections under section 3 need to be picked to respond to this service delivery approach.
- R58. Section 4.2.5.3.1 clearly states Section #3: Scope of Project MUST be addressed in the Service Delivery Approach.**
- Q59. Section 3.10.7.1 TRAINING STATE STAFF pg.49**
For face-to-face training of state staff, can you provide the expected number of staff, including their role?
- R59. See response R. 13**
- Q60. Section 3.10.1 HOSTING SOLUTION/3.2.1 DHR TECHNICAL ENVIRONMENT 47/21** "Section 3.10.1 mentions that '....The ALABAMA CHILD CARE Information System will require hosting in a secure, federal government and state approved hosting environment.
The solution must meet all applicable NIST SP 800-53 Rev. 5 (<https://csrc.nist.gov>).' However Section 3.2.1 mentions '....The State requires that any solution proposed work within the State's current technical infrastructure and using the end user equipment as described in this section'. Please clarify what environment does the State want the vendor system in."
- R60. Vendor solution can be hosted in vendor's technical environment but must work within the State's technical infrastructure described in Section 3.2.1.**
- Q61. 1.3 Contract Term/3.14.9 M&O Phase 8/65** Section 1.3 - contract term mentions a contract period of 3 year per state law. However, Section 3.14.9 mentions a M&O Stabilization period of 14 months followed by 2 years of Steady State M&O. This equates to a total of 50 months (12 months DDI + 14 Months Stabilization + 24 months of M&O). Please clarify the term of this contract.
- R61. It should read 12 months.**



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- Q62. Section 5.3 Response Requirements page 87**
The second bullet of this section requests the vendor to include prices for services for 'System Enhancement costs (change orders). What does the state expect the vendor to provide here?
- R62. Vendor should respond with costs for services related to enhancements for section 5.3.**
- Q63. Section 5.6 Professional Services Pricing page 88** This section requests the vendor to provide hourly rate pricing in Part II of Appendix G. We did not find this form. Can the State clarify where we provide this pricing detail.
- R63. Vendor should include in response for section 5.6.**
- Q64. General**
Given the detailed requirements for this RFP we request a 1 weeks extension to provide our list of Questions
- R64. There will be no extension at this time.**